

## Request for Replacement Procedure

### 1 Context

A student may request a replacement certificate to be issued in the case where a student has:

- Misplaced / Lost the original certificate
- Damaged the Original
- Had a Name Change

### 2 Procedures

#### 2.1 Onshore Student Request

- The student is required to complete the “Request for Replacement Certificate” Form along with the Statutory Declaration and submit it along with the Fee Receipt to the Registrar.
- The fee is \$50 per certificate.
- The student can pay the fee at the administration department or via online bank transfer to the details provided on the form.
- The processing time for replacement is 10 working days.
- The Registrar conducts a check on Edupoint about the bona fide status of the student.
- Once Edupoint, confirms that the student has graduated from the course, the Program Director is notified.
- The Program Director then authorises the issue of the replacement certificate.
- The completed form and date of issue is recorded on the student’s record.

#### 2.2 Offshore Student Request

- The student is required to complete the “Request for Replacement Certificate” Form and if applying from outside Australia where a statutory declaration is not available, complete an equivalent declaration attesting to the truth of statement and have it witnessed by an authorised officer.
- The documents must be accompanied by the confirmation of payment of the required fee.
- The fee is (\$50 per certificate) and courier charges of \$30 if being posted internationally. Students can pay via the online bank transfer to the account details provided on the “Request for Replacement Certificate” form.
- Students are encouraged to send the details via email to [admin@leaders.edu.au](mailto:admin@leaders.edu.au).
- Students who do not have access to an email may send their documents via mail to “Leaders Institute”, 76 Park Road, Woolloongabba – 4102.



- The processing time is 10 working days.
- The Registrar conducts a check on Wisenet about the bona fide status of the student.
- Once Wisenet, confirms that the student has graduated from the course, the Program Director is notified.
- The Program Director then authorises the issue of the replacement certificate.
- The completed form and date of issue is recorded on the student's record.